

## ***BRANCH MANAGER***

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### **DEFINITION**

Under general direction, plans, organizes, coordinates and manages the activities and operations of a branch of the San Luis Obispo Superior Court, by providing direction, supervision and training in the assigned area. Serves as a member of the Court's management/supervisory team. May perform other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a management position characterized by the responsibility for directing the work of a division or branch of the San Luis Obispo Superior Court. This position is responsible for managing the daily operations of the civil/small claims, criminal, traffic, courtroom, and accounting sections of a division or branch court. This position reports directly to the Director of Criminal Operations. This class is distinguished from the Director of Criminal Operations in that the latter is responsible for the overall management of a major organizational department of the Court which includes several program components.

### **TYPICAL TASKS**

- provides liaison between the branch court and other court departments and community agencies as necessary;
- supervises, trains and evaluates subordinate supervisors and staff;
- exercises independent judgment;
- participates in and recommends staff selection, promotions and disciplinary action;
- develops and maintains division policies and procedures in coordination with other managers; analyzes work flow
- coordinates data processing needs, systems and operations of the branch court;
- answers complex inquiries and complaints within area of expertise from the public, judges, attorneys and others;
- prepares, monitors, and analyzes management and statistical information and reports; conducts research as necessary; makes recommendations on findings
- assists the Director of Criminal Operations in the management of activities and operations of a large division of the Superior Court;
- may direct or participate in administrative studies or projects;
- may be assigned additional managerial, supervisory and/or administrative responsibilities.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- policies, regulations and procedures governing assigned programs, operating practices and procedures of court administration;
- program staffing;

- personnel practices and procedures within the court system;
- management and supervisory principles and practices;
- court statistics and reports.

**Ability to:**

- plan, organize and manage a court support services program;
- understand, interpret and explain laws, regulations and policies governing court assigned program operations;
- develop and implement operational procedures;
- identify and analyze administrative problems and implement operational changes;
- communicate effectively both verbally and in writing with people of diverse socioeconomic backgrounds and temperaments;
- establish and maintain cooperative working relationships;
- understand program objectives in relation to departmental goals and procedures;
- organize and prioritize work assignments;
- research regulations, procedures and/or reference materials relating to court administration;
- determine and evaluate levels of performance;
- interpret judicial and administrative direction and incorporate it into operational policy and procedure;
- recognize and respect limit of authority and responsibility;
- effectively delegate responsibility and authority to others;
- plan, coordinate and initiate actions necessary to implement policy and administrative decisions.

**PHYSICAL CHARACTERISTICS**

Strength, dexterity, coordination and vision to use a keyboard and video display terminal on a daily basis. The ability to speak and hear sufficiently to communicate clearly and effectively. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 10 lbs., such as files, stacks of papers, reference and other materials. Moving from place to place within an office; sitting and/or standing for prolonged periods of time.

**EXPERIENCE/EDUCATION**

Combination of training and experience that would provide the required knowledge and abilities to include a minimum of five (5) years of significant, directly related and progressive legal clerical experience in a court program such as Civil and/or Criminal law, judicial support or administrative support with progressive administrative experience related to program planning and implementation – **AND-** Two (2) years of supervisory and/or lead worker experience. Educational level equivalent to a high school diploma or GED.